### **DOCKET NO. 2012-177-WS**

# TEGA CAY WATER SERVICE'S OBJECTIONS TO AND MOTION TO STRIKE CERTAIN TESTIMONY AND EXHIBITS OFFERED ON JANUARY 8, 2013

#### **EXHIBIT A**

REFERENCED PAGES OF THE TRANSCRIPT AND EXHIBITS

WITNESS: My name is Gene Esarove, and I live at 3081 Point Clear Drive in Tega Cay.

I just had a couple of problems with them:

one where the water was running down the street in

front of my house, and I called them. I said, "The

water is running down the street." And they said,

"I don't have anybody in the area. It'll probably

be a couple of hours before he got there." I said,

"The water's running. It's running pretty good."

He said, "Well, it's not going to cost you any

more." "But I'm sure it's going to cost everybody

more if it doesn't get fixed." "Okay." Well, an

hour and a half, two hours later, they finally came

out and looked at it, and then that same day they

did fix that water. But it didn't seem like it was

an urgency. And there was a lot of water coming

out and running down.

Another one was they were blowing out the sewers, and my mother-in-law was visiting us. And it came out of the toilet where they were blowing it, and she happened to be sitting on it. So it didn't get real bad in there because she had it covered, but we cleaned it up. But every time she comes to the house now, she always looks out in the street to make sure there's nobody out there, so

she can use the washroom.

Those are the two things. And the water that we get, I have to filter it before I can drink it. It's just -- it's got a smell to it; it's not that clear. And if you go away for a while -- like that gentleman said, for three months -- you get a red ring in your toilet, too.

And you guys were all there in Tega Cay and you saw those PowerPoint pictures of the broken locks and the manholes uncovered and all those I was impressed with our citizens of Tega Cay putting that all together. Maybe Tega Cay Water Service should hire those people, and they wouldn't have those kind of problems. I'm very proud of those people that took all that information.

And I don't think they deserve a rate increase. It's like Ralph Norman said when we were at the meeting in December: My bill is about \$700 and if they get their increase it will be over \$1,000 just for water and sewer. Doesn't make any sense. That's all I have.

CHAIRMAN WRIGHT: Thank you, Mr. Terreni, any questions?

MR. TERRENI: No questions, Mr. Chairman.

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1		CHAIRMAN WRIGHT: Mr. Nelson?
2		MR. NELSON: Yes, Mr. Chairman.
3		CROSS EXAMINATION
4	BY	MR. NELSON:
5	Q	Mr. Esarove, can you tell me when the you talked
6		about the water that was running. Was that water or
7		sewage, your first comment? Do you know?
8	Α	I really don't have a date that it happened, but it was
9		probably five, six years ago. And it was out in the
10		street, right in front my house. It wasn't on my
11		property or anything, but I called them. I'm the only
12		one that lives that far down on that access road, and I
13		had their number so I called them.
14	Q	Now what about the second story that we heard from you?
15		Can you tell me that
16	Α	It happened to me about the same time. My wife fell and
17		broke her knee cap, and she came to help us. And she
18 .		saved the bathroom. But it was about, I'd say I
19		don't know the exact date, but about five or six years
20		ago.
21	Q	Have you had any other instances like that, since then,
22		to your knowledge?
23	A	No. My mother-in-law keeps checking to make sure
24		they're not out there.
25	Q	Do you receive a notice does the company notice you,

1	or have they ever provided notice to you when they're
2	cleaning out the lines like that or doing any work?
3	A No. But there are times we get messages on our
4	telephone that says to boil your water for the next day
5	or two. I don't that happens too often.
6	Q And that kind of gets to my next question, which is the
7	water quality question. Has the water quality improved
8	any, that you've seen, over the time you've been there?
9	A See, I have a filter that I use, because I just don't
10	like the taste of it or the smell of it, so and that
11	helps. But I normally drink bottled water anyway,
12	because it's I just don't think the water is that
13	good.
14	MR. NELSON: Thank you for your testimony,
15	sir. Appreciate it.
16	CHAIRMAN WRIGHT: Thank you. Commissioners,
17	any questions?
18	COMMISSIONER HAMILTON: Mr. Chairman.
19	CHAIRMAN WRIGHT: Commissioner Hamilton.
20	EXAMINATION
21	BY COMMISSIONER HAMILTON:
22	Q How are you this morning, sir?
23	A Fine. How about yourself?
24	Q Fine, fine. I'd like to ask you a clarification
25	question on the bill. Did you say your monthly bill was

1	to thank you, sir.
2	CHAIRMAN WRIGHT: Commissioners, any other
3	questions?
4	[No response]
5	If not, thank you, very much.
6	WITNESS: You're welcome.
7	CHAIRMAN WRIGHT: You may step down.
8	[WHEREUPON, the witness was excused.]
9	MR. DONG: The next witness is Shantel Wiley.
10	[Witness sworn]
11	THEREUPON came,
12	SHANTEL WILEY,
13	who, having been first duly sworn, testified as follows:
14	WITNESS: I'm Shantel Wiley. I live at 7024
15	Chelsea Day Lane.
16	I just wanted to address we recently had a
17	news article done on the top newsmakers of 2012,
18	and Linda Stevenson, with the Tega Cay Water
19	Service fight, has made the number one news. I'm
20	sorry; I'm a little nervous. And, you know, I just
21	wanted to address that because it's so near and
22	dear to everybody's heart and it's affecting us
23	greatly. If the rate increase happens, I mean,
24	it's really it's going to hurt a lot of people.
25	So I just wanted to keep it short and sweet,

1	and just address that news article.
2	CHAIRMAN WRIGHT: Did you want to put that
3	into the record?
4	WITNESS: Yes, I think that I mean, yes.
5	CHAIRMAN WRIGHT: That will be Exhibit No. 9.
6	[WHEREUPON, Hearing Exhibit No. 9 was
7	marked and received in evidence.]
8	CHAIRMAN WRIGHT: And is that
9	WITNESS: That's all.
10	CHAIRMAN WRIGHT: Mr. Terreni, any questions?
11	MR. TERRENI: No, Mr. Chairman. Do you want
12	us to handle objections the same way we did with
13	the public hearing in Rock Hill? Or do you want us
14	to make them contemporaneously?
15	CHAIRMAN WRIGHT: You know, if you want to
16	take the time to do like we did before, it might
17	serve you better and serve the record better.
18	MR. TERRENI: That will be fine, Mr. Chairman.
19	CHAIRMAN WRIGHT: Mr. Nelson, any questions?
20	MR. NELSON: No questions. Thank you, ma'am.
21	CHAIRMAN WRIGHT: Commissioners. Commissioner
22	Fleming.
23	EXAMINATION
24	BY COMMISSIONER FLEMING:
25	Q I might not have been able to ask if Mr. Terreni hadn't

		W 1 400 255 250 3
1		waited. Could you tell me why you made the news, one of
2		the top ten articles? Why did the Tega Cay Water
3		Service?
4	A	Yeah, it's everybody has been like, as far it's
5		really important, and it's really affecting a lot of
6		people. And people are following it, outside of
7		Charlotte. I'm in college right now, and my professors
8		have been asking me what's going on, and it's I'm
9		sorry. It's just it's really it's a very
10		important topic, and the rate increase really isn't
11		justified. And it's
12	Q	So it's concerning the rate increase?
13	A	Yes. Yeah. It's the whole article it said Linda
14		Stevenson, with the Tega Cay Water Service; however the
15		article is talking about how the rate increase is made
16		public and how it's going. It's the number I mean,
17		there were so many articles done on it throughout 2012,
18		following this, and everybody in Tega Cay is concerned
19		about it.
20	Q	Thank you.
21	A	Uh-huh.
22		CHAIRMAN WRIGHT: Commissioner Howard.
23		EXAMINATION
24	BY	COMMISSIONER HOWARD:
25	Q	Good morning.
	i	



Jackets soar Fort Mill hangs on for win over 6th-ranked Aiken, 1E

Dove performs his swan song, 4A



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## Charlie Short, the true stories of his li

Local man had colorful history

By John Maris
FORT MILL — Till larg means with fresh and for the families from the hand the army to find the families from the familian from the families from the families from the families from t

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Please see Saul 4



## THE

Our countdown to 2012's top newsmakers



## No. 3: Mayor George Sheppard

FOIT MILL — Although be's proud of the place as a whole handonly get this long-awared here's comparison/membrane has been as a mean beld. For it risk in It has been as a whole same to be a based with causes in the Sanders to be a based with causes in the Sanders to be a based with the same to be a based with the same and the sam

## No. 1: Linda Stevenson fights TC water hike

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] case in take Tega Cry her included the commission of the commission of the commission of the commission enter the commission enter

Santa trades sled fo **PVFD** fire tr

## No. 2: Rufus "Rudy" Sanders





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WWW.fortmilltimes.com

**EXHIBIT** 1/8/13 9 2012-177-WS

Drive, in Tega Cay. And I'm here because I'm 1 another irate customer. 2 October of 2011, I took my dog to the vet, and 3 the vet called me back. He let me know that his liver enzymes are elevated and he said, "Well, we 5 can recheck it. Sometimes that happens for no 6 reason." In November, the labs were redone, only 7 to find that the liver and kidney enzymes were, at 9 that time, elevated. And he said, "If I didn't know any better, I would say that he was going into 10 11 kidney failure." And so this is my healthy dog. 12 have no idea what's going on. 13 I remembered the letter that we got; there 14 were lead levels of 90 parts per million. started doing a little bit of research, and stopped 15 16 giving my dog tap water. Sure enough, it took about three months and the lab results came back 17 18 normal. And I have all the lab reports here, if 19 you would like to see. 20 Lead poisoning targets the liver, as well as kidneys. And this is my dog, you know? Thank God 21 22 it wasn't my five-year-old. But I can turn this 23 in, if you'd like [indicating]. CHAIRMAN WRIGHT: Sure, if you would like to 24 25 turn those in. Mr. Richardson, if you would?

#### 1 questions? 2 MR. TERRENI: No, Mr. Chairman, thank you. CHAIRMAN WRIGHT: 3 Mr. Nelson. 4 CROSS EXAMINATION 5 BY MR. NELSON: Had the company notified you -- you walked us through 6 this process where they came out and asked to have it 7 Did you receive any prior notification from 8 them, or had any discussion been held with you regarding 9 10 lead levels by the company? I mean, did you have any knowledge of this, prior to all this happening? 11 12 There was a letter sent out, stating that 90 parts per Α million were found in certain samples -- I believe it 13 was three samples -- out of the random samples that were 14 taken through their customer service area in Tega Cay. 15 And the letter reads -- and, I mean, I have an 16 17 electronic copy, if we need to print that out. states that it's basically our fault where the lead 18 19 comes from, because it's old copper piping that's in our houses. So, you know, and keep boiling your water. 20 21 Don't use hot water; you know, use the cold, because 22 heavier metals are going to, you know, be more likely to 23 be in the warm water versus the cold. Now, after you got -- and I guess after your dog got 24 Q sick, did you contact the company, then? Is that how 25

```
they got in touch with you regarding testing?
 1
         I didn't -- I did not contact them. I stopped giving my
 2
        dog tap water, and I just -- we had never been big fans
 3
         of the water, just because it -- you know, it was, you
 4
 5
          know, every other month it was some kind of notice
          saying that we can't swim; we can't drink it; you know,
 6
 7
          "If you're going to use it to cook with, boil it." I
 8
          mean, why bother? So --
         So, when the company -- I guess, did the company contact
 9
    Q
10
         you, then, without your --
         They just showed up at my house one day.
11
    Α
12
         Okay. And you had your water tested, then; is that
13
         right?
14
    Α
         I did it myself, yeah.
15
    Q
         Do you --
16
         I mean, through them, yeah. They left a bottle for me
         and told me what to do. And then I left it on my porch.
17
18
         Do you give your dog or -- I guess you said you have a
    Q
19
         five-year-old. Do you use tap water in your house?
20
         you consume it yourself now?
21
    Α
         No.
22
         What do you use? Do you have --
    Q
23
         No.
24
         Do you use bottled water?
         We have a filter. We have a filter, or we'll get
25
```

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Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

#### Medical Summary Report

Care Provided at Charlotte SW NC on

October 10, 201110:27AM

Fecal - Significant	Blood	Observed
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Fecal - 'Other' Eggs Observed

NEGATIVE

**NEGATIVE** 

Recorded on 10/10/2011 02 21:11 PM

est Name		Result	Units	Range
lbumin, Serum (ALB)		2.7	g/dL	(2.3-4.0)
Ikaline Phosphatase (ALKP)	<b>^</b>	286.0	U/L	(23.0-212.0)
LT/SGPT (ALT)		31.0	U/L	(10.0-100.0)
mylase, Serum (AMYL)		1,048.0	U/L	(500.0-1,500.0)
alcium, Serum (CA)		10.2	mg/dL	(7.9-12.0)
holesterol, Serum (CHOL)		207.0	mg/dL	(110.0-320.0)
reatinine, Serum (CREA)		1.3	mg/dL	(0.5-1.8)
ucose, Serum (GLU)		106.0	mg/dL	(74.0-143.0)
osphorus, Serum (PHOS)		2.8	mg/dL	(2.5-6.8)
lirubin, Total (TBIL)		0.1	mg/dL	(0.0-0.9)
otein, Total (TP)		6.6	g/dL	(5.2-8.2)
אנ		22.0	mg/dL	(7.0-27.0)
obulin (GLOB)		3.8	g/dL	(2.5-4.5)

## Assessment

**Tentative Diagnosis** 

Healthy Pet

Status

Therapy Not Indicated

Date 10/10/2011

Hospital

1509 Charlotte SW

## Plan and Other Notes

Prescribed and Administered Therapy for this visit/hospitalization:

Reported by most recent date first)

₩10/10/2011

2012-177-WS

Office Visit - Completed

Vaccine - Canine Bordetella - Completed

Vaccine - Distemper Parvo DAPP - Completed

Blood Sample Collect / Prep - Completed

Intestinal Parasite Fecal Exam - Completed

Pyrantel Pamoate 50mg/ml (per ml) - Completed

Ear Swab & Microscopic Exam - Completed

Physical Exam: Wellness Plan - Completed

Medical Waste Disposal Fcc - Completed

Vaccine - Rabies Virus - Completed

Heartworm/Lyme/Ehrlichia Test - Completed

Fecal Sample Collection - Completed

Vaccine - Leptospirosis 4-way - Completed

WormShield Canine Large 51-100lb Card - Completed

Report ID: MedSummary\_US

Time Printed 8:17AM

Hospital#1509

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Date Printed: September 15, 2012

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Banfield Pet Hospital 14137 Rivergale Pkwy Charlotte, NC 28273 (704) 583-9440

#### **Medical Summary** Report

Care Provided at Charlotte SW NC on

October 10, 201110:27AM

Give with food.

Give by mouth only.

Providing Doctor: Zack Yasin Quantity: 1.00

Discard By. 4/7/2012 Number of Refills: None Refill Expiration Date: No Refills

10/10/2011 12:44 pm

Plan

Yasin, Z.

Trollinger, L.

Davis, A.

1509 Charlotte SW

Patient: Levi (Canine) Client Karen N Joseph Licausi

Prescription Filled On: 10/10/2011 Prescription #: 1509-10714284 Rx: Pyrantel Pamoate 50mg/ml (per ml) Manufacturer: Vedco

Instructions: Give as Directed.

Providing Doctor: Zack Yasin Quantity: 1.00

Discard By 4/7/2012 Number of Refills: None Refill Expiration Date: No Refills

10/10/2011 10:28 am

Subjective

Davis, A.

1509 Charlotte SW

 $\rho$  presents as first visit,  $\sigma$  says that  $\rho$  is doing fine but is due for  $\nu xs.$  ad

Objective

Trollinger, L.

Davis, A.

1509 Charlotte SW

GEN = BAR; BCS = 6/9; TPR = wnl; EYES = clear OU, red conjunctiva OU, no discharge, EARS = moderate brown/black waxy debris and yeasty smell AU; MOUTH = mild tartar, MM = pm CRT<2: HEART =

no murmurs or arrhythmias; LUNGS = no crackles or wheezes; ABD = soft, non-painful, LN = wnl;

SKIN/COAT = wnl; RECTAL = wnl. ZY

Assessment

Yasin, Z.

1509 Charlotte SW

Elevated ALKP may be seen with Cushing's--consider LDDS test to rule out. Recc'd repeating bloodwork to check liver enzymes (Vet Screen). Monitor at home for any GI abnormalities including vomiting/diarrhea that could indicate liver disease. Consider bile acids test in future to test for liver function. May also try metronidazole/amoxicillin abx trial and SAMe as well. ZY

Plan(Notes)

Yasin, Z.

1509 Charlotte SW

comp exam fecal-neg pyrantel-8.0ml PO vxs-dapp/lepto, rabies, bord hwt-neg chem-ALKP = 286 high

healthy pet

cbc-postponed machine not working

1 Prognosis: good

2 Client Education: hw/flea prevention, dental chews wellness plans

3 Recheck: 3 weeks

4 Follow-Up Therapy: boosters/possible recheck chem can be vetscreen

Therapy presented & declined by the client this visit/hospitalization:

GlenHaven C1/O Ctic (NF) 8oz - Client Declines

Microchip - TruePaws Package - Client Declines

Microchip - TruePaws 134.2 KHz - Client Declines Microchip Membership Fee - Client Declines

Therapy considered but not medically necessary for this visit/hospitalization:

Remicin Ear Ointment Tube (15gr) - Not Medically Necessary

Therapy postponed by the client or doctor this visit/hospitalization:

Tonometry - Postponed

Blood Cell Count - Postponed

Differential Exam of Blood Cells (Manual Count/Evaluation) - Post

Report ID: MedSummary\_US

Hospital #1509

Page 5 of 5

Time Printed 8 17AM

Date Printeo: September 15, 2012

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Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

## Medical Summary Report

Care Provided at Charlotte SW NC on

October 17, 201112:42PM

	200 200 1 100 1			
MCV		66.0	fl	(60.0-72.0)
MCH		22.5	pg	(19.5-24.5)
MCHC		34.1	g/dl	(34.0-38.0)
RDW	4	0.0	%	(12.0-16.0)
Platelet Count (PLT)		333.0	10^3/µl	(200.0-500.0)
MPV	4	0.0	fl	(6.1-10.1)
Recorded on 10/17/2011 12:52 28 PM				
Test Name		Result	Units	Range
Bands, Neutrophil, %		0.0	%	(0.0-2.0)
Segs, Neutrophil, %		68.0	%	(60.0-77.0)
_ymphocyte, %		18.0	%	(12.0-30.0)
Eosinophil, %		9.0	%	(2.0-10.0)
Basophil, %		0.0	%	(0.0-1.0)
Monocyte, %		5.0	%	(3.0-10.0)
Platelet Count (PLT)		333.0	10^3/µl	(200.0-500.0)
RBC Morphology		NORMAL		
Hospital Comments: wnl.				
Rouleau Formation - RBC		NEGATIVE		
lucleated RBC		NEGATIVE		
		Train III a.		

## Plan and Other Notes

Prescribed and Administered Therapy for this visit/hospitalization:

(Reported by most recent date first)

10/17/2011

Differential Exam of Blood Cells (Manual Count/Evaluation) - Comp

Blood Cell Count - Completed

Medical Waste Disposal Fee - Completed

Additional Medical Notes documented for this visit/hospitalization:

(Reported by most recent date first)

Date	Туре	Note	Doctor	VT / VA	CSC	Hospital
10/17/20	11 12:51 pm			-	**************************************	· · · · · · · · · · · · · · · · · ·
	Plan		Yasin, Z.	Folse, N.		1509 Charlotte SW
		The Lab F	Results for Blood Cell C	ount were manually enter	red.	

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Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

#### Medical Summary Report

Care Provided at Charlotte SW NC on

October 17, 201112:42PM

Visit Info: Outpatient visit on 10/17/2011

Future appointment(s) scheduled for:

None agreed to by client

#### Patient Information on 10/17/2011

Name: Levi

Species: Canine

Breed: Retriever, Labrador

Gender: Male
Description: White
Date of Birth: 11/03/2003

Weight: No Weight Available

Microchip #: None

Optimum Wellness Plan: Essential Wellness Levi has visited this Banfield Hospital 1 time. Levi's first visit on 10/10/2011 at this hospital

Preventive Care	Given	<b>Due Date</b>	Preventive Care	Given	<b>Due Date</b>
Heartworm Prevention	10/10/2011	04/07/2012	Heartworm Test	10/10/2011	10/09/2012
Roundworms	10/10/2011	04/07/2012	Lyme Test	10/10/2011	10/09/2012
Hookworms	10/10/2011	04/07/2012	Ehrlichia canıs Test	10/10/2011	10/09/2012
Rabies	10/10/2011	10/09/2012	Blood Cell Count	10/17/2011	10/16/2012
DAPP	10/10/2011	10/31/2011	Serum Chemistries	10/10/2011	10/09/2012
Leptospirosis	10/10/2011	10/31/2011	Differential Exam	10/17/2011	10/16/2012
Bordetella	10/10/2011	10/31/2011	Fecal Exam	10/10/2011	04/07/2012
Lyme	11/29/2004	11/29/2005			

#### Subjective

Levi was presented on 10/17/2011 for: Other - Miscellaneous, Outpatient Visit Only

#### Objective

Physical Exam Findings on 10/17/2011

Laboratory Results: ( = above normat + = below normal; ----- = could not be evaluated)

Recorded on 10/17/2011 12:51:52 PM

Test Name	Result	Units	Range
WBC	11.3	10^3/µ۱	(6.0-17.0)
RBC Count (RBC)	6.57	10^6/µI	(5.5-8.5)
Hemoglobin (HGB)	14.8	g/dl	(12.0-18.0)
Hematocrit (HCT)	43.4	%	(37.0-55.0)

Report ID: MedSummary US

Hospital#1509

Page 1 of 3

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Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

Medical Summary Report

Care Provided at Charlotte SW NC on

November 01, 2011 8:23AM

Plan

Marrone, J.

1509 Charlotte SW

03/20/2012 8:10 pm Miscellaneous spoke w o regarding elevations in liver and kidney values, o states p acting fine at home and very active, swims and runs a lot, no PU/PD, eating well o stated recently received a letter from utilities company about increased lead in water and that she may check it at her house and poss lake where p often swims. discussed that sounds like p feels fine at home and since it has been awhile since last by would rec rechecking BW (send to antech for consistency), o stated she would call mon and make an appt. jm

Notify client re status

Client notified re status

Trzcinski, K.

1509 Charlotte SW

02/24/2012 12:39 pm

Miscellaneous

1509 Charlotte SW

Davis, A. o came by to update her contact information, o also wanted to discuss p's lab results with JM, told o that he would be out for about a week, but that i could take a message for him to call her when he returns, ad

attempted to call o to let them know that dr marrone will call them tomorrow with results a inquired about earlier today but number o left had no machine and i got a recording say "customer is unavailable", kt

12/10/2011 1:56 pm

Plan

Marrone, J.

1509 Charlotte SW

Client notified re status LMOM apologized for not getting results to a sooner, had antech fax again, stated ALKP still elevated but not worse than previous by, also stated kidney values slightly elevated, stated can call back to discuss

where to go from here (i.e. BAs, denamann, etc)

12/09/2011 3:45 pm

Miscellaneous

Houlbrook, B.

1509 Charlotte SW

o came in wondering why she hadn't heard from anyone regarding the results of p's vetscreen on 11/2011, told a i would leave a message for the doctors. bh

11/02/2011 11:17 am

Miscellaneous

Davis, A.

1509 Charlotte SW

follow up call - LMOM checking on p and asking o to call with any concerns, ad

11/01/2011 3:56 pm

Plan

Marrone, J.

Mince, K.

Lewis, M.

1509 Charlotte SW

Administered at: 11/01/2011 10:02 AM

Preventive Care: Vaccine - Canine Bordetella

Route: Intranasal

Site: Intranasal

Producer: Pfizer Expiration Date: 10/31/2012

Lot Number: Lot Expiration://

Given in Combination/Product: Bronchicine (Bord Killed) Injectable Mince, K.

Lewis, M.

1509 Charlotte SW

Marrone, J.

Administered al: 11/01/2011 10:02 AM

Preventive Care: Vaccine - Leptospirosis 4-way Route: Subcutaneous

Site: Right Shoulder

Site: Right Shoulder

Producer: Pfizer Expiration Date: 10/31/2012

Lot Number: Lot Expiration://

Given in Combination/Product: Vanguard Plus 5L4 DAPP/Leoto

Plan

Plan

Marrone, J.

Mince, K.

Lewis, M. 1509 Charlotte SW

Administered at: 11/01/2011 10:01 AM

Preventive Care: Vaccine - Distemper Parvo DAPP Route: Subcutaneous

Producer: Pfizer Expiration Date: 10/31/2014

Lot Number: Lot Expiration://

Given in Combination/Product: Vanguard Plus 5 L4 DAPP/Lepto

11/01/2011 3:54 pm

Plan

Marrone, J.

Mince, K.

Lewis, M.

1509 Charlotte SW

Patient: Levi (Canine) Client: Karen N Joseph Licausi

Prescription Filled On: 11/1/2011 Prescription #: 1509-10735494 Rx: GlenHaven C1/O Otic (NF) 8oz Manufacturer:

Instructions: Apply as Directed.

Report ID: MedSummary\_US

Hospital#1509

Page 5 of 5

Time Printed 8:17AM

Date Printed September 15, 2012

Home Phone: (803) 487-8588 Cell Phone: (803) 487-8588

Email: licausi.karen@gmail.com



Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

Medical Summary Report

Care Provided at Charlotte SW NC on

November 01, 2011 B:23AM

Respiratory	Right Caudal Auscultation Bronchovesicular Sounds - Normal	Right Caudal Auscultation Percussion - Normal
	Right Cranial Auscultation Bronchovesicular Sounds - Normal	Right Cranial Auscultation Percussion - Normal
	Left Caudal Auscultation Bronchovesicular Sounds - Normal	Left Caudal Auscultation Percussion - Normal
	Left Cranial Auscultation Bronchovesicular Sounds - Normal	Left Cranial Auscultation Percussion - Normal
Cardiovascular	Hear: Murmur - None	Heart Rhythm - Normal
	Pulse - Normal	
Abdominal	Prostate Palpation - Normal	Spieen Palpation - Normal
	Stomach Palpation - Normal	Hepatic Palpation - Normal
	Intestinal Palpation - Normal	Kidney Palpation - Normal
	Abdominal Lymph Nodes - Normal	Bladder Palpation - Normal
Urogenital	Penis/Prepuce - Normal	Testicles - Non Existent/Normal
Perineal	Tail - Normal	Perineum - Normal
	Anal Glands - Normal	
Musculoskeletal	Musculoskeletal Exam - Norma!	
Neurological	Mentation - Normal	Paralysis - None
	Paresis - None	W500

Abnormal Findings (Reported by the client or observed):

Otic

Brown Exudate - Left Ear

Brown Exudate - Right Ear

Laboratory Results: (↑ = above normal; ↓ = below normal -----= could not be evaluated)

Recorded on 12/10/2011 04:29:14 PM

Test Name		Result	Units	Range
Total Protein	<b>ሰ</b>	7.5	g/dL	(5.0-7.4)
Albumin		3.8	g/dL	(2.7-4.4)
Globulin	<b>↑</b>	3.7	g/dL	(1.6-3.6)
Albumin/Globulin Ratio		1.0	Ratio	(0.8-2.0)
AST (SGOT)		22.0	U/L	(15.0-66.0)
ALT (SGPT)		40.0	U/L	(12.0-118.0)
Alk Phosphatase En Zyme	· · · • • · · · · · · · · · · · · · · ·	287.0	U/L	(5.0-131.0)
made la	Liver Widneys			

Report ID: MedSummary US

Hospital #1509

Page 3 of 6

Time Printed: 8:17AM

Date Printed: September 15, 2012

Home Phone: (803) 487-8588 Cell Phone: (803) 487-8588 Email: licausi.karen@gmail.com



Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

### Medical Summary Report

Care Provided at Charlotte SW NC on

November 01, 2011 8:23AM

Total Bilirubin		0.1	mg/dL	(0.1-0.3)	
Urea Nitrogen	<b>↑</b>	38.0	mg/dL	(6.0-31.0)	
Creatinine	<b>^</b>	1.8	mg/dL	(0.5-1.6)	
BUN/Creatinine Ratio		21.0	Ratio	(4.0-27.0)	
Phosphorus		4.2	mg/dL	(2.5-6.0)	
Glucose		95.0	mg/dL	(70.0-138.0)	
Calcium		10.0	mg/dL	(8.9-11.4)	
Sodium		148.0	mEq/L	(139.0-154.0)	
Potassium		4.2	mEg/L	(3.6-5.5)	
Na/K Ratio		35.0			
Chloride		110.0	mEq/L	(102.0-120.0)	
Cholesterol		187.0	mg/dL	(92.0-324.0)	
СРК		151.0	U/L	(59.0-895.0)	
Comment					
Lab Comments:	Hemolysis 1+ No significant interference.				

## Assessment

Tentative	Diagnosis	

Status

Date

Hospital

Healthy Pet

Therapy Not Indicated

11/01/2011

1509 Charlotte SW

## Plan and Other Notes

## Prescribed and Administered Therapy for this visit/hospitalization:

(Reported by most recent date first)

11/01/2011

Medical Waste Disposal Fee - Completed

Vaccine - Leptospirosis 4-way - Completed

Office Visit - Completed

Blood Sample Collect / Prep - Completed

GlenHaven C1/O Otic (NF) 8oz - Completed

Vaccine - Distemper Parvo DAPP - Completed

Vaccine - Canine Bordetella - Completed

Physical Exam: Wellness Plan - Completed

Ve: Screen-RefLab (ES) - Completed

#### Additional Medical Notes documented for this visit/hospitalization:

(Reported by most recent date first)

Date Type Note Doctor VT / VA CSC Hospital
03/23/2012 6:36 pm

Report ID: MedSummary US

Hospital#1509

Page 4 of 6

Home Phone: (803) 487-8588 Cell Phone: (803) 487-8588

Email: licausi.karen@gmail.com



Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440

**Medical Summary** Report

Care Provided at Charlotte SW NC on

April 12, 2012 7:23AM

Right Cranial Auscultation Bronchovesicular Right Cranial Auscultation Percussion -Respiratory Sounds - Normal Normal Left Caudal Auscultation Bronchevesicular Left Caudal Auscultation Percussion -Sounds - Normal Normal Left Cranial Auscultation Percussion -Left Cranial Auscultation Bronchovesicular Sounds - Normal Normal Cardiovascular Heart Murmur - None Heart Rhythm - Normal Pulse - Normal Abdominal Prostate Palpation - Normal Spleen Palpation - Normal Hepatic Palpation - Normal Stomach Palpation - Normal Intestinal Palpation - Normal Kidney Palpation - Normal Bladder Palpation - Normal Abdominal Lymph Nodes - Normal Urogenital Penis/Prepuce - Normal Testicles - Non Existent/Normal Perineum - Normal Perineal Tail - Normal Anal Glands - Normal Musculoskeletal Musculoskeletal Exam - Normal Mentation - Normal Neurological Paralysis - None Paresis - None

Abnormal Findings (Reported by the client or observed):

Otic

Brown Exudate - Left Ear

Brown Exudate - Right Ear

Oral/Nasal

Tartar on Teeth - Found

Laboratory Results: ( = above normal, + = below normal; ---- = could not be evaluated)

Recorded on 04/12/2012 07:53:21 PM

Test Name	Result	Units	Range
Albumin, Serum (ALB)	3.2.	g/dL	(2.2-3.9)
Alkaline Phosphatase (ALKP)	130.0	U/L	(23.0-212.0)
ALT/SGPT (ALT)	32.0	U/L	(10.0-100.0)
Amylase, Serum (AMYL)	946.0	U/L	(500.0-1,500.0)
Calcium, Serum (CA)	11.1	mg/dL	(7,9-12.0)
Cholesterol, Serum (CHOL)	222.0	mg/dL	(110.0-320.0)
Creatinine, Serum (CREA)	1.3	mg/dL	(0.5-1.8)

Report ID: MedSummary US

Hospital#1509

Page 3 of 6

Home Phone: (803) 487-8588 Cell Phone: (803) 487-8588 Email: licausi.karen@gmail.com



Banfield Pet Hospital 14137 Rivergate Pkwy Charlotte, NC 28273 (704) 583-9440 Medical Summary Report

Care Provided at Charlotte SW NC on

April 12, 2012 7:23AM

Glucose, Serum (GLU)	124.0	mg/dL	(70.0-143.0)
Phosphorus, Serum (PHOS)	3.9	mg/dL	(2.5-6.8)
Bilirubin, Total (TBIL)	0.1	mg/dL	(0.0-0.9)
Protein, Total (TP)	6.9	g/dL	(5.2-8.2)
BUN	18.0	mg/dL	(7.0-27.0)
Globulin (GLOB)	3.8	g/dL	(2.5-4.5)
	9 9 9		
Recorded on 04/12/2012 07:53:39 PM			
Test Name	Result	Units	Range
Fecal - Roundworms Eggs Observed	NEGATIVE		
Fecal - Hookworms Eggs Observed	NEGATIVE		
Fecal - Whipworm Eggs Observed	NEGATIVE		
Fecal - Giardia Observed	NEGATIVE		
Fecal - Coccidia Oocysts Observed	NEGATIVE		
Fecal - Tapeworms Observed	NEGATIVE		
Fecal - Abnormal Bacteria Observed	NEGATIVE		
Fecal - Significant Blood Observed	NEGATIVE		
Fecal - 'Other' Eggs Observed	NEGATIVE		
Recorded on 04/12/2012 07:53:44 PM			
Test Name	Result	Units	Range
Tonometry - Left	21.0		(13.0-30.0)
Tonometry - Right	23.0		(13.0-30.0)

## Assessment

Tentative Diagnosis	Status	Date	Hospital
Anal Sacs, Full (Otherwise Normal) Otitis Externa, Medical	Undergoing Therapy	04/12/2012	1509 Charlotte SW
	Undergoing Therapy	04/12/2012	1509 Charlotte SW

## Plan and Other Notes

Prescribed and Administered Therapy for this visit/hospitalization:

(Reported by most recent date first)

04/12/2012

Comprehensive Exam - Canine - Completed

Otoscopic Exam - Complete - Completed

Report ID: MedSummary\_US

Time Printed: 8:17AM

Hospital#1509

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Date Printed: September 15, 2012

1	will be Exhibit No. 10.
2	MR. RICHARDSON: [Indicating.]
3	MR. ELLIOTT: [Indicating.]
4	WITNESS: And I will say, too
5	CHAIRMAN WRIGHT: Hold on a second.
6	WITNESS: I'm sorry.
7	[Brief pause]
8	MR. ELLIOTT: Thank you.
9	[WHEREUPON, Hearing Exhibit No. 10
10	was marked and received in evidence.]
11	CHAIRMAN WRIGHT: Okay, you can continue.
12	WITNESS: Okay. Then I had a visit and I
13	did not write this down, but I had a visit from a
14	representative, I want to say, of the Public
15	Commission, as well as Utilities, Inc there was
16	a few guys with Utilities, Inc that came out to
17	talk to me and to look at my pipes, and so forth,
18	because of the protest letter that I had sent in.
19	And they asked if I would like to have my water
20	tested; I said yes. And they were making note of
21	copper piping that's in my house. My water was
22	sent off and came back completely normal.
23	CHAIRMAN WRIGHT: All right.
24	WITNESS: So, that's it.
25	CHAIRMAN WRIGHT: Okay. Mr. Terreni, any

25

cart took off Sunday to check lift stations, and they have fixed some locks, they have removed some of the horrible debris from a couple of the stations, and they did -- they put up a little privacy fence thing, but they only covered a little part of what they were trying to cover up. It's kind of the usual sloppy, not-finished job.

Then -- okay. Since our hearing in December, Linda and I have had a great deal of support from people we never heard from, the kind of people that just hope that you're going to take care of their problem. I got a note in my mailbox from a lady who said not only did the sewer overflow in her back yard, and the water service company when they called said to them -- wait a minute -- "Oh, it's not really a problem. It'll be okay." And raw sewage was flowing into the lake. At the time, they didn't know what to do. Then she also talked about the time they started blowing out the sewer lines and it blew sewage into their basement. You know, people are embarrassed. They think they did this, and they didn't do it. They had -- well, the water company told them that they were not responsible for that; there was no -- it was not their fault. They simply refused to take

2	issues with sewer water coming into her basement.
3	We two old ladies need a break. Will you
4	please deny the rate increase? We're getting
5	really tired.
6	Oh, I forgot. The water boil-water thing?
7	That happens maybe once a month. But the thing is,
8	they never call you back and say, "Oh, you can
9	drink the water now." It's always, "Boil the
10	water."
11	And as far as the Tega Cay, there are 1,700
12	homes that are serviced by Tega Cay Water Service.
13	That's kind of all I have to say.
14	CHAIRMAN WRIGHT: Thank you. Mr. Terreni, any
15	questions?
16	CROSS EXAMINATION
17 B	BY MR. TERRENI:
18 <b>Q</b>	Yes, ma'am. Would you mind telling us who the author of
19	that letter was?
20 <b>A</b>	Her name is Carol and I can't, for the life of me,
21	think of her last name. But I'll be happy to provide my
22	copy.
23 <b>Q</b>	That's all right.
24 <b>A</b>	Okay. She was recently widowed, and her husband was
25	very ill, and she never came out and never talked. And

21

22

23

24

25

processing, I wouldn't have an issue if not for the fact that they allow the third party to charge customers for making a payment. So, \$3 a month doesn't sound so terrible, but this is a fee to pay Every other company bill that is paid in our home is paid online, and not one other company charges me to pay it. It's standard in the business world today. For us, it's an extra \$36 a year just to pay our bill in a way that's

To me, these customer service issues show that the company not only isn't putting money into the infrastructure but they're not willing to invest in the company to stay up-to-date with current

I found out this week that Utilities, Inc., was offered for sale in November 2011 and had a contract to purchase that was entered in February 2012. So maybe others here already know of this sale; I was not aware. And to me, this is pertinent to the rate increase. Since the company was offered for sale during the test year of 2011, I've attached an article from American Water Intelligence, a trade magazine in the water industry, as well as a press release from the

1 website of the company that is buying Utilities, 2 Inc. Those are documents four and five. 3 In a nutshell, it is reported in the article that High Star Capital bought Utilities, Inc., in 4 5 2006 for approximately \$192 million. Now, six years later, they are selling it for in the 6 neighborhood of \$500 million. A several-hundred-8 million-dollar increase in six years; that's a good 9 But those are six years where Tega Cay 10 Water Service has made only minimum investment in our infrastructure; six years of sewage spillage in 11 12 our homes, our yards, and our lakes; six years of 13 water line breaks and the regular boil-water 14 advisories because of our failing system; and six 15 years where they received two increases and now are 16 seeking a third. 17 Enough is enough. I urge you to deny any 18 increase to Tega Cay Water Service. Thank you. 19 AUDIENCE: [Applause.] 20 CHAIRMAN WRIGHT: Thank you. Mr. Terreni, any 21 questions? 22 MR. TERRENI: No, sir, Mr. Chairman. 23 CHAIRMAN WRIGHT: Mr. Nelson, any questions? 24 < 25 <

# American Water Intelligence

Market-Leading Analysis of the American Water Industry

## Corix takes a big bite with Utilities, Inc. purchase

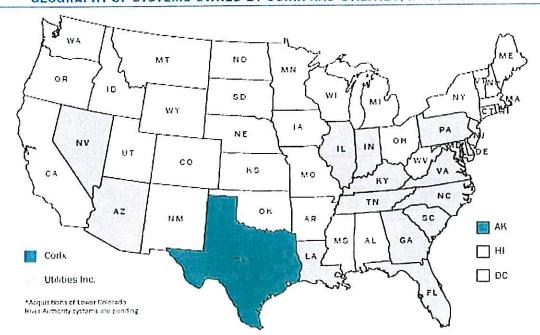
VOL 3, ISSUE 3 (MARCH 2012)

From: Vol 3, Issue 3 (March 2012)

Category: <u>General</u> Region: <u>Americas</u> Country: <u>Canada</u>

Related Companies: Corix and Utilities, Inc.

#### GEOGRAPHY OF SYSTEMS OWNED BY CORIX AND UTILITIES, INC. IN THE U.S.



The Canadian utility company has scored big in its bid to become the top multi-utility infrastructure company in North America. Has it set itself up for a regulatory nightmare by jumping into 15 states?

AWI, Vol 3, Issue 3 (March 2012)

Canadian water and wastewater utility infrastructure company Corix agreed to purchase the assets of Utilities, Inc. wholesale Feb. 20, apparently running counter to the portfolio rationalization strategy that domestic investor-owned utilities such as American Water and Aqua America have adopted in recent years.

Corix Utilities U.S. Vice President and Chief Operating Officer Kevin Meagher told AWI that Corix, which currently owns Fairbanks Sewer and Water in Alaska, is confident in its ability to work with a wide variety of regulatory bodies. These considerations have strongly influenced decisions by American Water and Aqua to swap and sell assets in certain states.

Corix's ability to navigate the regulatory environment and obtain approvals from so many different entities during the next nine to 12 months will certainly be worth keeping an eye on. In order for a smooth transition to take place, Corix will have to avoid the regulatory nightmare RWE encountered when it purchased American Water back in 2003. Many of the state regulatory commissions in American Water's operating territory demanded rate-stay-out clauses before granting approval. RWE sold its remaining stake in American Water in 2009, but the latter is still recovering from the effects of the rate freezes.

In terms of overall regulatory favorability, Corix is buying into three states that were tagged as "marginal" in a recent assessment by Baird Equity Research – Florida, Indiana and Illinois. Nevertheless, Baird senior utility analyst David Parker told AWI that he does not believe Corix will experience "tough sledding" as it seeks regulatory approvals because many of the states Corix is buying into do not require state regulatory commission approval for an acquisition of this sort. The fact that Corix is, like Utilities, Inc., privately owned, may also make the approval process less complicated, Parker observed.

Meagher also said he does not foresee any major challenges because Corix is not attempting to "squeeze more money" out of the systems, but instead wants to minimize future rate hikes. "I've been in the regulated world my whole career," said Meagher. "I don't see it as foreign territory. As in every regulated business, you're not going to win every battle. They're not always going to see your side, and you're not always going to see their side, but you learn to work together for what's ultimately best for the consumer. "

The agreement was announced the day before Corix had its impending purchase of 20 Texas systems owned by the Lower Colorado River Authority approved. Once all the acquisitions have been completed, Corix will have ownership of systems in 17 U.S. states. Corix has of late been engaged in a competitive race with other Canadian companies such as Epcor to penetrate the American utility market. A spokesman for Epcor, which in January finalized its purchase of American Water's regulated operations in Arizona and New Mexico, declined to confirm whether the company had participated in the bidding for Utilities, Inc.

Terms of the deal have not been disclosed, but <u>seller Highstar Capital was understood to have been seeking \$500 million at the time Utilities, Inc. was put on the block in November</u>. Annual revenues were believed to be approximately \$120 million. Analysts were surprised by the minimal amount of time that elapsed between the announcement and the agreement with Corix, which suggests that Highstar was able to get a price at or near what it was rumored to be asking. It is unclear if a reluctance on the part of Highstar to entertain anything other than an all-ornothing sale of Utilities, Inc. discouraged a number of potential suitors from proceeding to the final bidding stages.

Highstar initially purchased Utilities, Inc. from Nuon in 2006 for \$192.5 million. Since then, Utilities, Inc.'s customer base has shrunk by approximately 10,000 customers (from 300,000 to 290,000) despite the company gaining 40,000 customers through the 2007 purchase of the Perkins systems in Arizona. It subsequently exited Mississippi and Ohio and has divested at least nine systems since 2006, including five systems in Florida that it sold to Pluris, LLC in 2009. Two additional sales in the Florida panhandle are pending.

Highstar appears to have done a decent job of unloading some of the low-growth and troubled systems in the Utilities, Inc. portfolio. One of the more recent divestments, that of the wastewater collection system in Rain Forest and Stonecreek, S.C., in 2010, was undertaken as a result of a condemnation. Some systems divested in 2009 in Martin County, Fla., were known to have reported financial losses in the prior year.

Meagher said the systems his company is taking on all appear to be in good operating condition based on Corix's due diligence. Corix also learned that <u>Highstar had made investments in the Utilities</u>, Inc. systems while not filing for regular rate increases.

It remains to be seen how the purchase will affect Corix's U.S. contract operations business, which includes water and sewer systems at the University of Oklahoma and both regulated and non-regulated systems in Alaska. The move could spur growth on par with Corix's operations business in Canada. All told, the company operates more than 100 water and wastewater systems in North America, 15 of which are in the U.S.

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For editorial questions, please contact our editor, Brady Porche, tel 512.364.0538.

[REF: http://www.americanwaterintel.com/archive/3/3/general/corix-takes-big-bite-utilities-inc-purchase.html]

AWI, Vol 3, Issue 3 (March 2012)

KMAC-5



## **Group of Companies**

Hone > News > 2012 >

About Corix Companies Meter Services News Contact Us

# RETURN TO 2012 HEADLINES

## Corix Utilities to Acquire Utilities, Inc. from Highstar Capital

(3,C)

#### Monday, February 20, 2012

NURTHBROOK, IL — Com Cultes ("Com") arocanced today that it has entered into a definitive agreement to acquire 10 and of the membership interests in Hydro Star, LLC ("Hydro Star") from Highstar Capital Fond II, L.P. and certain of its although and convertors ("Highstar"). Hydro Star, through its vision owned robustary, Hydro Star Holdings Conjugation, is the sole shareholder of Others, Inc., a privately held regulated water and wastervaler company headquestered in World Cook. IL.

URITES, Inc. is one of the largest privately owned U.S. water and wasterwater companies, serving over 290,000 outlomers across 15 states. Utilities, Inc. has two regional offices and employs 435 professionals in its 76 subsidiates in the states of Amona, Booda, Georga, Enots, Inchana, Bentudov, Louiseau, Maryland, Devada, New Jersey, North Carolina, Pennsylvana, Scotti Carolina, Tennessee and Varona.

"Com's whom's to be the leading North American multimately intrastructure provider and this appeal to continues the successful execution of our growth strategy," and Brett Hodson, Predicting and Chief Executive Officer of Com. "These assets come with an exceptional management term, and employee group with a proventical record of develop safe and make everyor. These values along with Com's commutation or mathematical providing closely with local communities in providing custaments in this violation to the softeness stores (that it immensative local forward to welcoming the Unities, Inc., management and employees to Com." and M. Hodson."

"We are pleased to support Corr and that management team morecoving on their growth strategy, and timosin Webb, Vice President at Butch Colombia Investment Management Corporate in ChellAC is "The augustion of you with his list a strategy of Lot Ingland and supporting a long term investment portion of couplines that provide essential extractor time to lotal communities."

"We before that Utilities, Inc. is a best or day writer up by with a strong management team and a dedicated and highly professors' specified from the first shoulder and Managing Partner. Under one contenting, Utilities Inc. Inc. been continued and committed to providing safe and relative services. We are pleased that do not also alleader in the Borth american states sector and shares there values."

The transaction is subject to customary approved and stop state requisitory approach, experienced the waters period under the that the formattee for the produced maintained states (10) to ).

Converse of Legilia, Welk Engli Secontes, 110° and Studien, nips, State, Desplay E. Ham, 118 and 110 Secontes in the arrange on a proposed to support the transaction. On and RDC Capital Materials and in terminal actions to English a Augmath Pergan, Lesia & tool or, 110° as legal counsel.

#### **About Corix**

The Contient of Compares, with respect to esteed it cated a Washington, wil, and Merconer, EC. Canada, it also be not the long-tenentation of raids as the water waster and energy infractionary delications for small foundation connections about 18 of an energy of the Standard Merconer of Contract Contract and CAT captal Merconer of the E. Incompared Merconer of Contract Merconer of Contract Contra

#### For more information, contact:

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[Ref: http://www.corix.com/news/2012/2012-02-20.aspx]